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| ***Job Description Template***  **Partner Services Engineer 1 - (PSE1)**  **Guidance:** This Job Description Template was created to be used in alignment with the Professional Career Competency Template and the Workforce Training Plan to ensure the success of your DoD SkillBridge program. Information in Blue are examples to help you complete the template. | | | |
| **Position Title/Management/Compensation** | | | |
| **Standard Title:** | **Partner Services Engineer 1** | **Date:** | **4/20/20** |
| **Reports to:** | **Sr. Services Manager** | **Profession:** | **Support Services** |
| **Discipline:** | **Technical** | **HR Manager Name:** | **Mr. Dan Smith** |
| **Segment/Partner:** | **Partner** | **HR Manager Contact:** | **dan.smith@company.com** |
| **Vertical:** | **NA** | **Comp Plan:** | **Commission or Salary** |
| **Is This Job Eligible for Incentive Pay?** Choose an item. | **Bonus: $5,000 - $20,000** | **Stock: 50 - 500 Shares** | **Other: Automobile** |
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| **Instructions** |  |  |  |
| **Please read and fill out all sections below, considering the following:**   * This document should describe the job **as it is today**, and should be considered as a working document * Focus on the functions of the job rather than the current incumbent or candidate for the position * Use gender neutral sentences and avoid using company-proprietary names, acronyms, and information   **If you must use acronyms, be sure to** **define each of them** | | | |

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| **Summary of Job Profile** | | | |
| **Group and Job Profile Guidance:** *This section includes* ***general, basic*** *context for understanding the job role and the workgroup the individual will be working in. Please use language that an external, non-subject matter expert would understand.*   * *Describe the focus of the workgroup the individual will be working in and a general description of the work performed by the workgroup.* * *Will this* * *Why does the role exist?* * *How does the role add value in the defined business segment?* * *How is role unique from other roles?* * *What are key initiatives and challenges facing this role over the next year?* | | | |
| **Area** | | **Description of Purpose** | |
| **Workgroup’s Purpose** | | The Partner Services Engineering Team is a critical part of our partner organization that supports and helps our partners create applications based on our platform and program APIs. All members work remotely and are positioned around the world to provide the necessary coverage supporting our over 2,000 partners worldwide. The primary focus of our Partner Engineer Teams is to help drive platform adoption and partner growth for our business, so our customers have business application options when using our technology. All members have a common annual metric focused on the overall partner satisfaction of our engagement, services, and partnership. | |
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| **Area** | | **Description of Purpose** | |
| **Job’s Purpose and Importance to the Company** | | Our company depends on our partner ecosystem to provide different tools and options for our customers when using our platform and application services. We have over 2,000 partners throughout the world who need our help to begin using our platform and APIs to build applications. Others who have a more mature business may require additional expertise and support to either maintain their investment in working with us or are looking to connect with us to better understand how new features and APIs could be used to evolve their products.  The Partner Services Engineering team plays a critical role to ensuring that our partners are successful in using our platform and APIs to create a marketplace where our customers can go to enhance their application options and functionality.    This role is an entry level role that is critical for our growth and evolving workforce. Their alignment with the Partner Account Management Team gives the Partner Service Engineer 1 the support and direction to be successful in servicing our partners during startup and as their products evolve. They play a very important role in driving our Partner Satisfaction metrics high with the level of engagement the PSE1 is expected to deliver. | |
| **Summary of Primary Job Functions** | | | | | |
| **Guidance:** *In order of importance, list the job’s functions and responsibilities. Also, indicate what portion of the job’s time is spent on each activity. Note that priorities and time allocation may change over time to meet changing business conditions. Add rows to table as necessary for a total of 5 to 7 responsibilities which each account for at least 5% of the job's annual time.* | | |
| **Responsibility/Activity** | | **Estimated Annual**  **% of Time** |
| **Partner Engagement** – Dedicated support personnel and technical liaison for our partner’s development and support teams.   * + Manage escalation issues and engage with our Partner Engineering Lead on unfamiliar or new technology areas.   + Engaged with our Partner Account Manager to address sensitive support and development issues that are critical to the partner’s success.   Proactively engage and motivate our partners to implement new platform API changes by with their development teams and lead to consider additional features and functionality in their applications.   * + - UI Design     - Data Storage     - Interoperability     Manage our partner expectations of service and engagement to promote a high satisfaction level of service delivery across all role expectations. | | **60%** |
| **Business Management** – Attend weekly staff meetings and contribute to the monthly rhythm of the business (RoB) process where the teams track partner growth and adoption of our developer platform metrics.   * + Provide a Monthly Status Report (MSR) to your designated Partner Services Engineer Lead and the Partner Account Manager with the following data:     - partner growth metrics     - support escalations and time to resolution     - platform adoption metrics     - partner satisfaction | | **15%** |
| **Technical Training &**  **Expertise** – Develop, execute, and manage your technical and personal training plans aligned to a Partner Services Engineer 1 role.  Review your training plan with your designated Sr. Partner Service Lead and the Partner Account Manager on a quarterly basis to ensure that training aligns with partner needs and overall product strategy. | | **25%** |
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| **Critical Success Measures** | | |
| **Guidance:** *List 3-6 Critical Success Measures for this role* | | |
| **Critical Success Measures** | **Measurement** | |
| Partner Issues Time to Resolution (TTR) | Deduce TTR by 15% Quarterly | |
| Partner Platform Adoption | 20% Quarterly Increase in Platform Adoption Areas | |
| Partner Satisfaction | Meet/Exceed annual 80%+ satisfaction rating | |
| Partner Growth | 10% Annual Increase in Partner Count | |
| Partner Management Team Engagement | Increase in Partner Management Team Survey Results | |
| Product Training | Training plan % completed | |

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| **Collaboration Interaction** |
| **Guidance:** *List teams and their members for primary collaboration interaction* |
| **Our Partner Manager Team (Our Company)**   * Partner Account Manager (Sales) * Sr. Partner Services Engineers 3 (Services) * Partner Services Engineers 2 (Services) * Partner Services Engineers 1 (Services) * Career Mentors and Training Managers (HR/Education)   **Partner Development Team (Our Partners)**   * Partner Development Managers * Partner Developers |

| **Summary of Role in Business Process** | |
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| **Guidance:** *This section should describe the job’s roles and responsibilities in the business process.* | |
| **Role in Business Process** | **Description of Role/Responsibility** |
| **Results** | ***What business results is this role accountable for? What are the key initiatives and/or challenges facing this position over the next 6 months to 3 years?***  The Partner Service Engineer 1 (PSE1) is an entry level role that is accountable for our partner ecosystem growth and engineering services satisfaction for their designated partner accounts.  Our company plans to engage and enable our partners to create great customer solutions based on our platform and APIs. We expect to deliver a considerable number of API releases and a platform redesign where our partners will need expertise to help them update and evolve their applications. We expect that our new PES1 will be able to quickly get up to speed and be skilled on these updates and the new platform within the next 8 months. |
| **Position scope** | ***In what ways and levels does this position affect our company, our customers and/or partner ecosystem?***  The Partner Service Engineer 1 is a member of the Partner Account Management Team who provides guidance to successfully support their partner accounts during startup and throughout the partner’s product lifecycle. The PSE1 is the front-line support mechanism to ensuring that our partners are successful and takes the responsibility for his team’s execution on technology issues that may arise with their partners. |
| **Decision making** | ***What are the key decisions that this job makes? What is the importance/impact of these decisions? On what decisions would this job need to defer to its manager or client?***  The PSE1 role will make support, escalation, and engineering engagement decisions that will positively impact their partner accounts product strategy and the company’s efforts to leverage our partner ecosystem to better service our customers. Key discussions and decision on purchased support levels from the partner will be deferred to their manager. |
| **Strategy and Development** | ***To what extent is the position responsible for the strategy, design, development, rollout or implementation of programs, products and/or services?***  As a part of the PSE1 role, engaging partners, and working with them on platform adoptions, they may be involved in support escalation issues that impact the partner’s success in adopting our platform or leveraging new APIs. These issues are sent back to the Product Engineering Teams to help create patches and/or help create newer updates to the APIs and platform. Clear communication is critical to ensuring that those issues are provided to other PSEs as they engage with their partner accounts.  Our platform and API strategy are defined on an annual basis in our documented Grand Plan. The PSE1 will work with their Partner Account Management Team to lay out their annual activities to drive the Grand Plan’s support and engineering efforts for their partner accounts. |
| **People Management** | ***How many direct reports will this position have? What are the job functions, titles, and levels of the direct reports? What kind of supervision and direction does this job give them? Does the job have review responsibility?***  The PSE1 role will have no direct reports or management responsibilities. As a part of their semi-annual review, the PSE1 will be required to provide anonymous feedback to their Partner Account Management team members on collaboration and teamwork. |
| ***How many contingent staff and vendor relationships does this position manage? What is the overall annual budget for both the contingent staff and the vendors managed by this position?***  The PSE1 role will have no contingent staffing or vendor relationship responsibilities. The PSE! Role will not have budget responsibilities. |
| **Communication/**  **Business Relationships** | ***What other internal communication/business relationships does this position have with management, peers and positions outside immediate work group? What is the purpose/type of communication: data collection, negotiation, status reports, etc.?***  The PSE1 partners works as a member of the Partner Account Management Team and their Partner Engineering Services organization. Each PSE1 is responsible for the engineering support communication, collaboration, and engagement with their designated partner accounts. The primary engagement relationship with the partner would be with the development manager and leads so the PSE1 can easily communicate the issues and progress blockers that are impacting the partners. It is critical that the PSE1 communicates these issues to our product platform and API engineering support resources and management. This will help reduce the turnaround time and delays of further development efforts within the partner.  As a part of the PSE1’s business management responsibilities, clear and concise reporting is required. They may be asked to present to the partner and/or Partner Account Management Team about the current satisfaction or Issues management related to their partner accounts. This information will in include in the Partner Account Management Team’s quarterly reports. |
| ***What type of external communication/business relationships does this position have with vendors, partners, press and etc.?***  The PSE1 will not be responsible for external communication with vendors, partners, press, or other organizations. The Partner Account Manager owns communication and business relationships with the PSE1’s partner accounts. |
| ***What key stakeholders (positions, departments, and business functions) does this position rely on to achieve its goals? What key stakeholders does this position impact?***  Due to the PSE1 role being new to the organization, the Sr. Partner Engineering Services Lead 3 will manage or provide oversight on the communications and engagement with the Platform and API Engineering teams. The Partner Account Manager is the PSE1’s key stakeholder along with their relationship and engagement with the partner’s Development Manager. |
| **Fiscal Responsibilities** | ***Is the position responsible for budget, revenue targets, cost recovery, or other business metrics? If so, for which metrics and how much?***  The PSE1 has limited fiscal responsibility except for submitting their expense reports every 60 days. |

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| **Candidate Profile Qualifications** | |
| **Guidance:** This section should describe the education, experience, and skills required/preferred for the position. | |
| **Area Qualification** | **Description of What’s Needed** |
| Experience | What work experience is essential to the job? How many years of previous work experience would it typically take to gain sufficient experience in these areas to minimally fill this job role? (double click to select)  No related experience  Workforce Program / Apprenticeship  1 – 5 years of related experience  8 – 10 years of related experience  5 – 8 years of related experience  10+ years of related experience  Developer/Database Administration Industry experience preferred. |
| What type of supervisory or management experience would be necessary to fulfill the job requirements, if any? None |
| Education | What education is typically required for the job? (double click to select)  Required Preferred  High School / GED  Associate’s Degree  Bachelor’s Degree (B.S./B.A.)  Master’s Degree  Jurist Doctorate  Ph.D. |
| Field of Study (if applicable): Information Technology |
| Security Clearance | What level of military security clearance is required for the job? (double click to select)  Required Preferred  None  Secret  Top Secret  Top Secret (SCI)  Top Secret (SAP)  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Professional Training and Certification | Microsoft 365 Certified: Developer Associate, Microsoft Certified: Azure Developer Associate, Microsoft Certified: Azure Data Engineer Associate, Microsoft Certified: Azure Data Scientist Associate |
| Knowledge, Skills, and Abilities | Knowledge of the Microsoft Server and Azure Service platform required. Understanding of Azure Cloud Data Storage important. Entry level development skills in C#, Python, SQL and/or R highly desirable. High customer service, customer advocate, collaboration, dealing with ambiguity and planning Professional Career Competencies (PCCs) are critical for this role. |
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| **Prior Work Experience (Optional Section)** | |
| **Guidance:** Candidates who have previous information technology or application development experience where they worked as a liaison for their internal customers or partners could be an excellent fit for this role. Here is a list of job titles that align to this role. | |
| **Service / Rating / Job Title** | |
| * ARMY - 25 Bravo – Field Tech * NAVY – * MARINES * AIRFORCE – * COASTGUARD – * DHS – | |
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| **Professional Career Competencies (Soft Skills)** | |
| **Guidance:** *Define the core Professional Career Competencies (PCCs) or soft skills for this role.*   1. Customer/Partner Focused / Passion 2. Customer/Partner Advocacy 3. Collaboration and Teaming Skills 4. Ability to see the “big Picture” 5. Action Oriented 6. Results Focused 7. Dealing with Ambiguity | |
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| **Organizational Chart *(These can be generated using Visio or PowerPoint)*** |
| **Guidance:** Org chart section is optional |
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| **Recruiting Job Description (for Internal/External posting purposes)** | |
| **Guidance:**  Work with your HR or Staffing contact to complete the posting description.  *Please provide overview of the job, overview of role’s group, role responsibilities, candidate requirements and Professional Career Competencies.* | |
| The Partner Services Engineering team plays a critical role to ensuring that our partners are successful in using our platform and APIs to create a marketplace where are customers can go to enhance their application options and functionality.    The Partner Services Engineer 1 (PSE1) role is an entry level role that is critical for our organization’s growth and evolving technical workforce. Their alignment with the Partner Account Management Team gives the PSE1 the support and direction needed to be successful in servicing our partners during development startup and throughout the phased product lifecycle. The PSE1 play a very important role sharing a key partner satisfaction metric and setting a high standard of collaboration and engagement that is expected by our Partner Account Team members, the Partner, and their development staff.  The group is looking for a passionate entry level technologist who enjoys learning new technology, can understand concepts quickly, has passion for other’s success and is willing to dive into tough technical problems that impact our Partners. In this role, the successful candidate would be responsible for cross boundary collaboration with key stakeholders who are responsible for the overall adoption of our platform and APIs with our partner ecosystem. The PSE1 is the “front line of defense” as an advocate of the partner, ensuring that support or development issues are meeting our service level expectations for both quality results and minimizing the issue’s time to resolution.  The successful candidate will need to build strong relationships with the Partner Account Management Team, platform and API Engineering, Support Services, and their management staff. Building and maintaining a strong working relationship with the partner’s development managers, Support Engineers and their development and testing staff will be critical to the candidate’s success in this role.  The successful candidate will have successfully completed a workforce development program like DoD, SkillBridge, Apprenticeship, or Certificate training programs on Information Technology Administration, (Linux or Microsoft Platforms, Azure or AWS Cloud Management) Application Development using C#, Python or other current development languages. IT Industry Certifications and/or Associates Degrees in IT are highly desirable.  The position requires strong interpersonal skills, ability to deal with ambiguity, and demonstrated ability to communicate effectively (spoken and written). They need to possess a passion for the success of other and are willing to contribute to other’s successes. Being a customer/ partner advocate while still understanding the business limitations that set current and future expectations is a very important competency to hold in this role. | |